



**DEFINITY® Communications System
Generic 1 and Generic 3 and System 75
and Generic 2 and System 85**

**8101, 8102, and 8110 Telephones
Quick Reference Guide**

**AT&T 555-230-773
Comcode 107163735**

Refer to the procedures on this card to use system features on your 8101, 8102, or 8110 telephones. These features are listed in alphabetical order. For more information, see your system manager or refer to the *DEFINITY® Communications System Generic 1 and Generic 3 and System 75 and Generic 2 and System 85 8101, 8102, and 8110 Telephones User's Guide*, 555-204-746.

ABBREVIATED DIALING

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Note: Both the 8102 and the 8110 telephones have 12 programmable dialing buttons on which you can store telephone numbers or access codes. In addition, DEFINITY Generic 1 and System 75 allow you to store numbers in a maximum of three Abbreviated Dialing lists.

To program or reprogram an outside number, extension, or feature code into a personal list

- 1 On a separate sheet of paper, jot down the outside numbers, extensions, and/or feature codes you want to program as items on your personal list(s)
- 2 Pick up handset [dial tone]
- 3 Dial Abbreviated Dialing Program code _____ [dial tone]
- 4 Dial personal list number **(1, 2, or 3)**

Version Note: If you are using System 75, Version 1, you may omit Step 4.

- 5 Dial list item **(1,2, 3...)** [dial tone]
- 6 Dial the number you want to program

Version Note: If you are using System 75, **Version 1**, you can use up to 16 digits; for **Version 2**, you can use up to 24 digits.

Note: If you are programming an outside number, be sure to include a trunk code, if applicable.

- 7 Press [**#**]
 - Number is stored
 - Repeat Steps 5 through 7 if you want to program additional items on the same list; hang up and begin again at Step 1 if you want to program items on another personal list

- 8 Hang up to end programming

To place a call using a personal, group, system, or enhanced list

- 1 Dial appropriate Abbreviated Dialing List code:
 - List 1 _____
 - List 2 _____ [dial tone]
 - List 3 _____
- 2 Dial desired list item **(1,2, 3...)**
 - Stored number is automatically dialed

AUTOMATIC CALLBACK

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To automatically place another call to an extension that was busy or did not answer

- 1 Press [**FLASH**] during call attempt [recall dial tone]
- 2 Dial the Automatic Callback code _____ [confirmation tone]
- 3 Hang up
 - You will receive a 3-burst priority ring when the extension you attempted to call is available

Note: After you activate Automatic Callback, the system monitors the called extension. That extension becomes available after the called party completes a call.

- 4 Lift the handset when you hear priority ring [ringback tone]
 - A call is automatically placed to extension, which receives regular ringing

Note: You can place only one Automatic Callback call at a time, and Automatic Callback is canceled after 30 minutes or if the callback call is unanswered.

To cancel an Automatic Callback request

- 1 Dial Automatic Callback Cancel code _____ [confirmation tone]

CALL FORWARDING ALL CALLS []

To temporarily redirect all calls to an extension or outside number of your choice

- 1 Dial Call Forward code _____ [dial tone].

Version Note: If you are using System 75, **Version 3**, or **DEFINITY Generic 1**, dial the extension number whose calls are to be forwarded, although you must first have console permission.

- 2 Dial extension or number where calls will be sent [confirmation tone]

Version Note: If you are using System 75, **Version 1**, calls can be forwarded only to another extension, not to an outside number.

- 3 Hang up

Note: If you are still by your telephone, you may hear a ring-ping tone as each call is forwarded.

To cancel Call Forwarding

- 1 Dial Call Forward Cancel code _____ (confirmation tone)
 - Your calls will ring at your own telephone again

CALL PARK []

To park a call at your extension (for retrieval at extension)

- 1 Press [**FLASH**] [recall dial tone]
- 2 Dial Call Park code _____ [confirmation tone]

- Call is parked at your extension

Note: To return to the parked call *before* you hang up, press [**FLASH**] again.

- 3 Hang up

To retrieve parked call from any extension

- 1 Dial Answer Back code _____ [dial tone]
- 2 Dial the extension where call is parked [confirmation tone]

- If you are returning to a call parked at your telephone, dial your own extension
- You are connected to parked call

Note: If you receive intercept tone, the parked call has been disconnected or retrieved by someone else.

CALL PICKUP []

To answer a call to a member of your pickup group when your telephone is idle

- 1 Dial Call Pickup code _____

- You are connected to ringing call.

To pick up a call while you are active on another call

- 1 Press [**FLASH**] [recall dial tone]
- 2 Dial Hold code _____ [dial tone]
 - Present call is put on hold
- 3 Dial Call Pickup code _____
 - You are connected to call

To return to a held call

- 1 Complete present call and hang up
 - Held call sends a 3-burst priority ring
- 2 Lift handset
 - You are connected to held call

CALL WAITING []

To answer a call waiting tone

- 1 Complete present call and hang up
 - Receive ringing from waiting call (**1** - internal, **2** - outside, **3** - priority)
- 2 Pick up and answer

To answer a call waiting tone, putting your present call on hold

- 1 Press [**FLASH**] [recall dial tone]
- 2 Dial Hold code _____
 - You are connected to waiting call

To return to held call

- 1 Complete present call and hang up
 - Held call sends 3-burst priority ring
- 2 Lift handset
 - You are connected to held call

CONFERENCE [✓]

To add a third party to a call

- 1 Press [**FLASH**] [recall dial tone]
 - Present call is put on hold
- 2 Dial number of third party

Note: You can privately discuss the call with the third party at this time; if no answer or busy, press [**FLASH**] twice to return to original party.
- 3 Press [**FLASH**]
 - All parties are now connected

To drop a third party

- 1 Press [**FLASH**]
 - You remain connected to original party

DROP (for 8102 and 8110 Users) []

To disconnect from a normal call, or to drop the last party added to a conference call

- 1 Press the button you have programmed as [**DROP**]

HOLD (with Second Dial Tone) [✓]

Note: The following feature allows you to place or answer another call or activate another feature while you have a call on hold. If you want merely to put a call on hold while you are busy with another task (and

do not need to answer or place another call), press [**HOLD**] on your telephone. When you want to return to the held call, press [**HOLD**] again. See "Hold" in the section titled **Phone Features**.

Version Note: If you are using System 75, Version 1, use the following directions:

To put a call on hold

- 1 Press [**FLASH**] [recall dial tone]

Note: Do not hang up or call will be dropped.

To return to held call

- 1 Press [**FLASH**] twice

To put call 1 on hold and place call 2

- 1 Press [**FLASH**] [recall dial tone]
 - Call 1 is put on hold

- 2 Dial call 2 (or another feature)

To complete call 2 and return to call 1

- 1 Press [**FLASH**] [recall dial tone]

- 2 Press [**FLASH**] twice

- Call 1 is reconnected

To complete call 2 and return to call 1

- 1 After party on call 2 hangs up, press [**FLASH**] twice

- Call 1 is reconnected

Version Note: If you are using System 75, **Version 2**, **Version 3**, or **DEFINITY Generic 1**, use the following directions:

To put a call on hold

- 1 Press [**FLASH**] [recall dial tone]

- 2 Dial Hold code _____ [dial tone]

Note: If you hang up, held call sends a 3-burst priority ring.

To return to held call

Hang up, receive 3-burst priority ring, and lift handset

To put call 1 on hold and place call 2

- 1 Press [**FLASH**] [recall dial tone]

- 2 Dial Hold code _____ [dial tone]

- Call 1 is put on hold

3 Dial call 2 (or another feature)

Note: If you hang up, call 1 sends a 3-burst priority ring.

To put call 2 on hold and return to call 1

1 Press [**FLASH**] [recall dial tone]

2 Dial Hold code _____

- Call 2 is put on hold, and call 1 is reconnected

Note: If you hang up, call 2 sends a 3-burst priority ring.

To complete call 2 and return to call 1

1 After party on call 2 hangs up, hang up, receive 3-burst priority ring, and lift handset.

LEAVE WORD CALLING []

To leave a message *after dialing* an extension (when your call is not answered), you hear coverage or busy tone, or you have been put on hold

1 Press [**FLASH**] [recall dial tone]

2 Dial Leave Word Calling code _____ [confirmation tone]

- Message light goes on at called telephone

Note: If reorder tone is heard, message is not stored; try again.

To leave a message without ringing an extension

1 Dial Leave Word Calling code _____ [dial tone]

2 Dial the extension [confirmation tone]

- Message light goes on at called telephone

To cancel a Leave Word Calling message

Note: You cannot cancel a message left for an AUDIX subscriber.

1 Dial Leave Word Calling Cancel code _____ [dial tone]

2 Dial extension [confirmation tone]

Note: If reorder tone is heard, message is not deleted; try again.

PRIORITY CALLING []

To place a priority call

1 Dial Priority Calling code _____ [dial tone]

2 Dial extension

SEND ALL CALLS []

To send all incoming calls (except priority calls) immediately to coverage

1 Dial Send All Calls code _____ [confirmation tone]

2 Hang up

To cancel Send All Calls

1 Dial Send All Calls Cancel code _____ [confirmation tone]

- Your calls will ring at your own telephone again

TRANSFER [✓]

To send present call to another extension or outside number

1 Press [**FLASH**] [recall dial tone]

- Present call is put on hold

2 Dial number that call is to be transferred to [ringback tone]

- Remain on line and announce call; if number dialed is busy or not answered, press [**FLASH**] twice to return to held call

3 Hang up

- Transfer is completed



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